

San Francisco Department of Public Health Division of Behavioral Health Services

A presentation to the San Francisco Health Commission
May 16, 2023

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San Francisco Health Network
Behavioral Health Services

Agenda

- BHS Vision and Mission
- BHS Updates:
 - Triennial Audit of the Mental Health Plan
 - Budget
 - Opioid Settlement
 - 5150 Hold Training Expansion
 - CARE Court
 - Equity Initiatives
 - MHSF Update
 - Treatment on Demand
 - CalAIM/EPIC



San Francisco Health Network
Behavioral Health Services

Behavioral Health Services Mission & Vision

Vision

For all San Franciscans to experience mental and emotional well-being and participate meaningfully in the community across lifespans and generations.

Mission

To provide equitable, effective substance use and mental health care and promote behavioral health and wellness among all San Franciscans.

Goals

Improve access to and effectiveness of mental health and substance use treatment and recovery services

Increase public awareness of where and how to get help for mental health and substance use challenges.

Expand proactive and low threshold interventions that reduce risky behaviors.

System Transformation

Mental Health SF / Prop C Funding

CaAIM

EPIC



Behavioral Health State Audits

In April, BHS participated in the Department of Health Care Services (DHCS) Triennial Audit for the Mental Health Plan (MHP), which is conducted once every three years as required by state law.

- Monitors compliance with state and federal law and contractual requirements through a document review and three-day on-site evaluation with key staff.
- DHCS works closely with each MHP to ensure compliance and to identify opportunities for improvement.
- Findings report sent within 90 days after the review is concluded.

BHS undergoes 8 audits per year and recently participated in the completion of several other audits, including:

- **March 2023:** Mental Health Services Act Program Review
- **December 2022:** California's External Quality Review Organization (EQRO)

We will continue to improve our practices and processes based on findings but are pleased that these reviews were completed successfully.

Behavioral Health Budget

- Mayor London Breed announced proposed budget investments for mental health and substance use disorder.
- The budget invests in new solutions (CARE Court, wellness hubs, etc.) and continues current programs (Mental Health SF, overdose prevention, street outreach, and abstinence-based treatment programs).
- The behavioral health proposal will be included in the Mayor's proposed two-year Budget and submitted to the Board of Supervisors for review by June 1.



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News

Mayor Breed Announces Budget Investments for Behavioral Health Efforts

The proposed budget builds on the work to address addiction and mental illness by expanding the Department of Public Health's wide range of services

May 25, 2023

San Francisco, CA – Today Mayor London N. Breed announced her proposed budget investments to address mental health and substance use issues. This funding will build on existing programs and invest in new solutions to broaden the City's response in how it addresses behavioral health issues impacting San Francisco.

In the last year, the San Francisco Department of Public Health's (SFPDH) Behavioral Health Services has provided mental health treatment to more than 16,500 individuals and upwards of 4,500 have received substance use treatment. More than 60% of those receiving substance use disorder treatment are people experiencing homelessness.

To support those who are working towards health and well-being, SFPDH has increased the

Opioid Settlement

- San Francisco City Attorney reached a ~\$230 million settlement agreement with Walgreens that will go toward addressing the opioid crisis in San Francisco.
- Under the agreement, Walgreens will pay ~\$230 million over the course of 14 years.
- The vast majority of the settlement funds will come in the first eight years, which includes \$57 million in the first year.
- The funding is being allocated during this upcoming budget process.

San Francisco City Attorney announces \$230 million settlement with Walgreens after victory in opioid litigation

May 17, 2023

San Francisco's landmark lawsuit was the first opioid bench trial in U.S. to result in a win for plaintiffs and has yielded over \$350 million

SAN FRANCISCO (May 17, 2023) — San Francisco City Attorney David Chiu announced today that he has reached a nearly \$230 million settlement agreement with Walgreens following the City's win in federal court against the pharmacy chain and opioid distributor. Under the agreement, Walgreens will pay \$229,610,000 over the course of 14 years, with the vast majority coming in the first eight years. Settlement funds will go towards addressing the opioid crisis in San Francisco.

This settlement stems from landmark litigation San Francisco brought in 2018 on behalf of the People of the State of California against the opioid industry for fueling the opioid epidemic. San Francisco sued multiple



City Attorney David Chiu speaks at a press conference announcing



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Expanding Initiation of 5150 Holds to Community Paramedics

Under California law, people authorized to initiate and sign a 5150 application include Peace Officers as defined by Sections 830-832.19 of the California Penal Code, and people authorized by the local Director of Behavioral Health. The San Francisco The Health Code was updated effective September 2021 to expand designation for initiating 5150 WIC holds to SFFD paramedics.

- The Department of Public Health, in coordination with the San Francisco Fire Department, will train community paramedics to initiate 5150 holds.
- Starting July 1, 2023, SFFD paramedics who have successfully completed the training will be able to start initiating 5150 holds.
- Training begins June 1, 2023. Additional rounds of training will occur every four months, as needed.
- Captains and acting captains in the SFFD community paramedic division have previously received 5150 training from SFDPH.
- A 5150 hold occurs when an adult who is experiencing a mental health crisis is involuntarily placed in a designated psychiatric facility for 72 hours of evaluation and treatment.
- 5150 holds can be initiated when an authorized party determines that an individual is gravely disable or a danger to themselves or others, under Section 5150 of the California Welfare and Institutions Code (WIC).



CARE Court

Created under State legislation (SB 1338) to allow a broader range of petitioners or referents to seek assessment of people with schizophrenia spectrum or other psychotic disorders.

- October 2023: Implementation for Cohort 1 counties, includes San Francisco
- December 2023: Implementation for all other counties

Implementation Tasks Completed (April 2023)

- Analysis of population estimates
- Staffing model for Investigation & Engagement Team and Treatment Team
- Meetings with various City agencies to establish workflows and coordinate processes
- Interconnected operational workflows including: Investigation & Evaluation Team, Treatment Team, housing referral process, bridge housing, Court coordination
- Extensive analysis of system capacity and gaps in service
- Analysis and coordination of housing/shelter access including opportunities for expansion
- Assessment and completion of Behavioral Health Bridge Housing (BHBH) application



CARE Court

Uncertainty around size of eligible population. The following are population and cost estimates:

- Midrange participation estimate is between 1,000-2,000 eligible people in the City.
- \$12.1M cost-estimate for an investigation and engagement as well as a treatment team, which includes:
 - 14 full-time exempt PCS positions to manage 500 to 1,000 petitions
 - 56.7 full-time exempt CBO positions to treat 400 enrolled participants
- \$35K estimated cost for treatment per participant
- \$14M medium cost estimate for 400 enrolled participants

Funding

- \$4.29M one-time funding received from the state for start-up costs and expedited launch
- Applied for one-time funding from Bridge Housing Grant from the state for the cost of operating and providing services in short- and mid-term residential programs, with a goal to connect individuals to long-term housing stability.



Culturally Congruent Care



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Culturally Congruent Initiatives to Address Racial Disparities

16-Week Equity Executive Fellowship (May 2023)

- Training on understanding the roots of racism and bias for BHS leadership team with NY Times Best Seller, Robin DeAngelo, and Assistant Professor at Mayo Clinic School of Medicine, Dante King.

Mental Health Services Act (MHSA) Innovation Intervention (June 2023)

- Test and evaluate culturally responsive behavioral health interventions for Black/African American clients at four civil service clinics
- Recently hired four health workers and four behavioral health clinicians

Equity-Based Maternal Health RFP Awarded (Fall 2023)

- \$6M/per year RFP in partnership with Maternal Child and Adolescent Health (MCAH) to fund four community-based organizations to support Black/African American pregnant, perinatal, and postpartum people through mental health care screenings, linkages, and more.
- Awarded funding: RAMS, Rafiki, Homeless Childrens Network, and UCSF Embrace Program.

Universal Talk Therapy

- Partnership and collaboration with the Human Rights Commission on providing a universal talk therapy program for Black/African Americans via the UCSF Embrace Program



Culturally Congruent Initiatives to Address Racial Disparities

Our goal is to reduce racial disparities in fatal overdoses among Black/African Americans by 30% by 2025. The overdose death rate among Black/African Americans is more than 5-times higher than the citywide rate. Black/African Americans represent just 6% of the population in SF, but 28% of the preliminary overdose deaths in 2023.

Seven Completed & Planned Overdose Prevention Trainings & Education

- Ella Hill Hutch Community Center; Success Centers; San Francisco State University; Bayview YMCA; Faith-Based Coalition; IT Bookman Center; Booker T Washington



Mental Health San Francisco

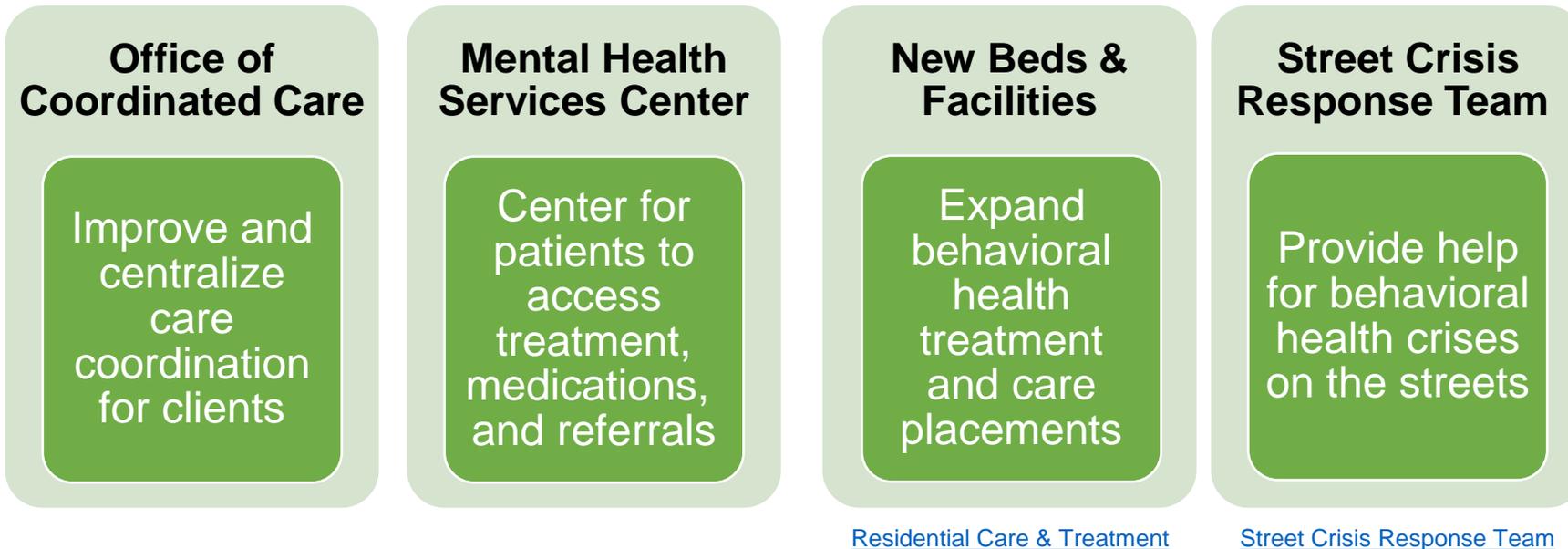


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Mental Health San Francisco

Established in 2019 and funded through Proposition C also known as “Our City, Our Home.” Mental Health SF (MHSF) aims to expand mental health and substance use services for people who are experiencing homelessness in San Francisco.

The four key initiatives of MHSF include:



Beds Dashboard

DPH Behavioral Health Residential Treatment Expansion

The San Francisco Department of Public Health (DPH) is increasing residential treatment and care services by approximately 400 overnight treatment spaces, or beds. The expansion effort is guided by the 2020 DPH Behavioral Health Bed Optimization Report, Mental Health SF legislation, and with input from stakeholders. The goal is to offer high quality, timely, easily accessible, coordinated, and recovery-oriented care delivered in the least restrictive setting.

<p>Goal 30</p>	<p>Open 2021 Hummingbird - Valencia Status Serving clients Open 28 beds currently available</p>	<p>Psychiatric respite facility to serve people experiencing homelessness from the Mission and Castro</p>
<p>Goal 20</p>	<p>Open 2020 Managed Alcohol Program Status Permanent location and additional funding will expand the program from 10 beds to 20 beds Open 13 beds currently available</p>	<p>Pilot Medical supervision for people with chronic alcohol dependency</p>
<p>Goal 31</p>	<p>Open 2021 Mental Health Rehabilitation Beds (aka LSAT) Status Serving clients Open Client placement varies</p>	<p>Out-of-county psychosocial rehabilitation for people who are conserved in a locked setting</p>
<p>Goal 13</p>	<p>Open 2022 Psychiatric Skilled Nursing Facilities (aka PSNF) Status Serving clients Open Client placement varies</p>	<p>Out-of-county secure 24-hour medical care for people with chronic mental health conditions</p>
<p>Goal 75</p>	<p>Open 2022 Dual Diagnosis Transitional Care for People With Justice Involvement (aka Minna Project) Status Serving clients Open Client placement varies</p>	<p>Transitional care for people in contact with the criminal justice system with a dual diagnosis of mental health and/or substance use issues</p>
<p>Goal 99</p>	<p>Open 2022 Residential Care Facility^A (aka Board and Care) Status Serving clients Open Residential Care Facility 23 beds currently available 12-month Rehabilitative Board and Care 76 beds currently available</p>	<p>Residential Care Facility: Supervised residential program for individuals with mental health issues who require assistance with daily living activities Pilot 12-month Rehabilitative Board and Care: Same as above with more intensive mental health and treatment support, such as for conserved individuals</p>

KEY

Project Phases and Status

- △ MHSF legislation
- | | |
|-------------------------|---------------------------------------|
| 1 Program design | 4 Out for bid/contracting |
| 2 Regulatory assessment | 5 Community outreach & City approvals |
| 3 Facility selection | 6 Permit & construction |

May 3, 2023

- Complete
- In process
- Planned

<p>Goal 20</p>	<p>Open 2022 SOMA RISE[△] (aka Drug Sobering Center) Status Serving Clients Open Client placement varies</p>	<p>Pilot 24-7 program for people experiencing homelessness with drug intoxication, providing short term stays and linkage to services</p>
<p>Goal 6</p>	<p>Open 2022 Cooperative Living for Mental Health[△] Status Serving Clients Open Client placement varies</p>	<p>Communal living for people with chronic mental health and/or substance use Additional \$11M to stabilize leased properties available through MOHCD</p>
<p>Goal 70</p>	<p>Open 2023 Residential Step-down - SUD[△] Status Serving clients Open 44 beds currently available</p>	<p>Long-term sober living environment for clients coming out of residential care programs</p>
<p>Goal 30</p>	<p>Opening 2023 Enhanced Dual Diagnosis[△] Status Contracting in process 1 2 3 4 / /</p>	<p>Transitional medically enhanced care for people with a dual diagnosis of mental health and substance use issues</p>
<p>Goal 10</p>	<p>Opening 2023 Transitional Age Youth (TAY) Residential Treatment[△] Status Program design in development 1 2 3 4 / /</p>	<p>Supervised treatment for young adults with serious mental health and/or substance use issues</p>
<p>Goal 16</p>	<p>Opening 2024 Crisis Diversion Facility[△] Status Contracting and construction in process 1 2 3 4 5 6</p>	<p>Short-term, urgent care intervention as an alternative to hospital care</p>

350+ of 400
Total Beds
Opened

Residential Step-Down

- New 70-bed residential step-down program located on Treasure Island.
- Transitional housing and support following completion of residential treatment while clients participate in outpatient treatment and seek employment.
- Now accepting clients.
- Partnering with HealthRIGHT360 to operate.
- Including the new 70 beds, we operate 232 total residential step-down beds
- Residential bed/facilities recently established, include: The Minna Project for people with justice-involvement and SoMa Rise, one of the nation's first drug sobering centers.

Department of Public Health Opens 70 New Behavioral Health Beds as part of Expansion to Treat People with Serious Mental Health and Substance Use Issues

The new program is part of larger strategy to increase capacity for behavioral health care in the City

April 14, 2023

San Francisco, CA – Mayor London N. Breed and the San Francisco Department of Public Health (SFDPH) today announced the opening of a new 70-bed residential step-down program in Treasure Island. The addition of these new beds represents significant progress toward the City's goal to provide new health care and treatment programs for people with mental health and substance use challenges.

"This new residential step-down program will help people with substance use disorder receive the follow-up care they need after receiving treatment," **said Mayor London Breed**. "The program is part of our larger efforts to provide comprehensive substance use treatment for San Franciscans while also addressing conditions on our streets. We need to have resources across the entire spectrum of care, from engaging with people directly on the street to having these long-term beds to help people who have done the hard work through inpatient care."



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Street Response & Care

In January 2023, DPH announced the city-wide reconfiguration of street response teams, including the Street Crisis Response Team (SCRT).

- BHS transitioned its role within the Street Crisis Response Team (SCRT) to provide a proactive, neighborhood-based street care model (BEST Neighborhoods) focused on follow-up care.
- As of March 2023, BEST Neighborhoods (Bridge and Engagement Services Team Neighborhoods) started serving the Tenderloin/SoMa, Mission/Castro and Fillmore areas 7-days/week. One team covers clients outside of these areas, while DPH and partners staff up teams.
- The goal is to enhance intermediate and longer-term follow-up support for individuals who interact with 911 Street Crisis Response Teams and need ongoing behavioral health care.



BEST Neighborhoods

Builds on the success of the City's Street Care pilot in the Castro. BHS played a lead clinical role for the pilot program in identifying, engaging, and connecting the neighborhood's 34 most high-risk individuals to medical and behavioral health support services.

- As part of the neighborhood-based street care model, clinicians and peer health workers will perform street-based care through the Office of Coordinated Care.
- Clinicians are deployed to neighborhoods with the support of health workers to engage, support and provide care to unhoused people who have the most complex needs and who are often high users of the 911 and health care systems.
- BEST Neighborhoods receive referrals from: Street Crisis Response Team, Healthy Streets Operations Center, SF Homeless Outreach Team, hospitals, jail health, and Street Medicine. The teams engage daily with unhoused people in neighborhood "hot spots."
- BEST Neighborhoods teams will also identify people with high needs in the community through regular presence in neighborhoods



Treatment on Demand



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Treatment on Demand Highlights

In February 2023, annual Treatment on Demand report for FY 21-22 was submitted to the Board of Supervisors.

- The 2008 Treatment on Demand Act, also known as Proposition T, requires the San Francisco Department of Public Health to provide adequate substance use disorder treatment capacity to meet the community's demand for publicly funded treatment.

In FY2021-22, DPH enrolled 4,534 individuals in substance use disorder treatment.

- This represents 39% of the 11,691 people within the SFHN who have been diagnosed with a substance use disorder.
- 10% nationwide average for people in treatment.

Wait times to access treatment are down (last fiscal year: >1 day for withdrawal management and 5 to 7 days to enter residential treatment directly)

- <1 day to access withdrawal management programs and opioid treatment programs.
- ~4 days to enter residential treatment.
- 81% of people who enter a withdrawal management program are admitted without delay to residential treatment.



Treatment on Demand Highlights

- Average occupancy rate:
 - 91% in residential treatment
 - 94% in residential step-down
- Specialty substance use treatment enrollment is down BUT buprenorphine prescriptions are up, citywide.
- Average retention in our Drug Medi-Cal services was 143 days.
- 69% of clients enrolled in outpatient treatment maintained abstinence or showed a reduction of alcohol and other drug use.



Changes Enabling System Transformation



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CalAIM Implementation Progress

BHS Payment Reform

- Strengthening program monitoring to maximize revenue and promote CalAIM compliance.
- New DHCS rates released for most BHS services.
- Billing team implementing new billing CPT codes.
- Moving BHS Outpatient contracts to cost reimbursement (for FY 23/24) to protect CBOs during transition period. Plan for other service types is TBD.
- Plan to roll out new rates (by practitioner type) for all BHS services in FY 24/25.

BHS Documentation Reform

- Simplified documentation requirements – Closer to how primary care bills (e.g. lengthy TPOC no longer required, now using Problem List)
- Wave 1-2 of Avatar changes complete
- Developing new QA Unit and variety of training resources, including online Provider Resource Page page). BHS CalAIM Training Officer begins in May!

Strengthening Collaboration with Managed Care Plans (70% of BHS clients are enrolled in SFHP and ABC)

- Improved data sharing
- Standardized screening and transition tool "No Wrong Door"
- Shared planning on incentive funding (e.g. requested funding for peers working with Neighborhoods)

Enhanced Care Management & Community Supports (Strong partnership with SFHN CalAIM team)

- OCC BEST and Citywide ICM is providing ECM services
- SOMA Rise recently approved as a Community Supports program

Contingency Management

- HR 360, OTOP and Citywide STOP are close to launching



Transition to EPIC

The largest expansion of DPH's Epic Electronic Health Record (EHR) since the initial go live in August 2019 will occur:

- While many areas of DPH are already live on Epic EHR, a number of new modules and a large part of the organization – Behavioral Health Services – will go live on the shared record for the first time.
- November 2023: Partially transitioned to EPIC.
- April 2024: Full implementation of EPIC.



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Thank You



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